

### **INTRODUCTORY COMMENTS**

Please cancel claims 4 and 14 without prejudice to consideration in a continuing application.

Please amend claims 1 and 13 as reflected in the following claim listing.

1. (Currently Amended) A method, comprising:

receiving an interaction input from a caller seeking information;

storing said interaction input within a queue;

determining an availability of at least one agent to provide said information to said caller;

and

operating an interactive voice response unit to prompt said caller to provide a selection input corresponding to said information only if said at least one agent is unavailable to provide said information; and

wherein said operating includes providing a first menu to said caller with said interactive voice response unit, said first menu being responsive to said selection input to provide a second menu to said caller corresponding to said information.

2. (Original) The method of claim 1 wherein said interaction input is a telephone call.

3. (Previously Presented) The method of claim 1 wherein said interaction input is a chat call originating from a computer.

4. (Canceled)

5. (Original) The method of claim 1 wherein said interaction input is continually stored within said queue while said at least one agent is unavailable to provide said information.

6. (Original) The method of claim 1 further comprising:

deactivating said interactive voice response unit in response to a first agent of said at least one agent becoming available to provide said information.

7. (Original) The method of claim 1 further comprising:

deactivating said interactive voice response unit in response to a termination of said reception of said interaction input.

Claims 8-12. (Canceled)

13. (Currently Amended) A system, comprising: a telephony server, including

an ACD defining a queue operable to determine an availability of at least one agent to provide information to a caller in response to an interaction input from said caller; ~~and~~

an interactive voice response unit operable to prompt said caller to provide a selection input corresponding to said information only if said queue determines said at least one agent is unavailable to provide said information, said ACD and said interactive voice response unit being integrated together within said telephony server; and

wherein said interactive voice response unit is operable to provide a first menu, said first menu being responsive to said selection input to provide a second menu corresponding to said information.

14. (Canceled)

15. (Previously Presented) The system of claim 13 wherein said queue is further operable to store said interaction input while said interactive voice response unit is providing said caller with access to said information.

16. (Original) The system of claim 13 wherein said interaction input is a telephone call.

17. (Original) The system of claim 13 wherein said interaction input is a chat call.

18. (Previously Presented) A method, comprising:

receiving an interaction input from a caller seeking information;

storing the interaction input within a queue;

determining unavailability of several agents to communicate with the caller before prompting the caller with a first menu of an interactive voice response unit to provide an input to select the information; and

responding to the input by providing the caller a second menu of the interactive voice response unit, the second menu corresponding to the information.

19. (Previously Presented) The method of claim 18, wherein the queue is of an ACD type, and the queue and the interactive voice response unit are integrated together within a telephony server.

20. (Previously Presented) The method of claim 18, which includes connecting the caller to one of the agents when the one of the agents becomes available to provide the information.

21. (Previously Presented) The method of claim 18, which includes providing the caller the information with the interactive voice response unit.